

CLAIMS

Claims:

1. (Original) A workforce planning system, the system comprising:
logic configured to obtain from a communication switch, a first call-history statistic of a first period of time;
logic configured to obtain from a call center, a first work-history statistic of the first period of time;
logic configured to process at least one of the first call-history statistic and the first work-history statistic; and
logic configured to generate a performance report comprising a first past performance statistic.
2. (Original) The system of claim 1, wherein the first call-history statistic comprises a total number of calls routed by the communication switch to the call center over the first period of time.
3. (Original) The system of claim 1, wherein the first call-history statistic comprises a total number of a first type of calls routed by the communication switch to the call center over the first period of time.
4. (Original) The system of claim 1, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.

5. (Original) The system of claim 1, further comprising:
logic configured to provide a first work-planning input;
logic configured to process the first work-planning input together with the
first report; and
logic configured to generate a forecast report comprising a first predictive
workforce statistic.
6. (Original) The system of claim 5, wherein the first work-planning input
comprises at least one of a first number of operators over a first forecast period,
a change in call volume over the first forecast period, an attendance statistic of
the first number of operators over the first forecast period, and a performance
statistic of the first number of operators over the first forecast period.
7. (Original) The system of claim 5, wherein the first predictive workforce
statistic comprises at least one of an actual work time of a first number of
operators over a first forecast period, an occupancy of the first number of
operators over the first forecast period, and a forecast of a number of operators
required for call handling during the first forecast period.
8. (Original) The system of claim 5, wherein the performance report
provides the first work-planning input.

9. (Original) The system of claim 5, wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period.
10. (Original) The system of claim 9, wherein the performance report provides the work-planning input.
11. (Original) The system of claim 5, wherein the first work-planning input comprises a first number of operators having a first level of performance during a first forecast period and a second level of performance during a second forecast period.
12. (Original) The system of claim 11, wherein the performance report provides the work-planning input.

13. (Original) A method of workforce planning in a workforce management system, the method comprising:

obtaining from a communication switch, a first call-history statistic of a first period of time;

obtaining from a call center, a first work-history statistic of the first period of time;

processing at least one of the first call-history statistic and the first work-history statistic; and

generating a performance report comprising a first past performance statistic.

14. (Original) The method of claim 13, wherein the first call-history statistic comprises a total number of calls routed by the communication switch to the call center over the first period of time.

15. (Original) The method of claim 13, wherein the first call-history statistic comprises a total number of a first type of calls routed by the communication switch to the call center over the first period of time.

16. (Original) The method of claim 13, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.

17. (Original) The method of claim 13, further comprising:
- providing a first work-planning input;
 - processing the first work-planning input together with the first report; and
 - generating a forecast report comprising a first predictive workforce statistic.
18. (Original) The method of claim 17, wherein the first work-planning input comprises at least one of a first number of operators over a first forecast period, a change in call volume over the first forecast period, an attendance statistic of the first number of operators over the first forecast period, and a performance statistic of the first number of operators over the first forecast period.
19. (Original) The method of claim 17, wherein the first predictive workforce statistic comprises at least one of an actual work time of a first number of operators over a first forecast period, an occupancy of the first number of operators over the first forecast period, and a forecast of a number of operators required for call handling during the first forecast period.
20. (Original) The method of claim 17, wherein the performance report provides the first work-planning input.

21. (Original) The method of claim 17, wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period .
22. (Original) The method of claim 21, wherein the performance report provides the work-planning input.
23. (Original) The method of claim 17, wherein the first work-planning input comprises a first number of operators having a first level of performance during a first forecast period and a second level of performance during a second forecast period.
24. (Original) The method of claim 23, wherein the performance report provides the work-planning input.

25. (Original) A workforce planning system stored on a computer-readable medium, the system comprising:

computer-readable code that obtains from a communication switch, a first

call-history statistic of a first period of time;

computer-readable code that obtains from a call center, a first work-history

statistic of the first period of time;

computer-readable code that processes at least one of the first call-history

statistic and the first work-history statistic; and

computer-readable code that generates a performance report comprising

a first past performance statistic.

26. (Original) The system of claim 25, wherein the first call-history statistic comprises a total number of calls routed by the communication switch to the call center over the first period of time.

27. (Original) The system of claim 25, wherein the first call-history statistic comprises a total number of a first type of calls routed by the communication switch to the call center over the first period of time.

28. (Original) The system of claim 25, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.

29. (Original) The system of claim 25, further comprising:
computer-readable code that provides a first work-planning input;
computer-readable code that processes the first work-planning input
together with the first report; and
computer-readable code that generates a forecast report comprising a first
predictive workforce statistic.
30. (Original) The system of claim 29, wherein the first work-planning input
comprises at least one of a first number of operators over a first forecast period,
a change in call volume over the first forecast period, an attendance statistic of
the first number of operators over the first forecast period, and a performance
statistic of the first number of operators over the first forecast period.
31. (Original) The system of claim 29, wherein the first predictive
workforce statistic comprises at least one of an actual work time of a first number
of operators over a first forecast period, an occupancy of the first number of
operators over the first forecast period, and a forecast of a number of operators
required for call handling during the first forecast period.
32. (Original) The system of claim 29, wherein the performance report
provides the first work-planning input.

33. (Original) The system of claim 29, wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period .
34. (Original) The system of claim 33, wherein the performance report provides the work-planning input.
35. (Original) The system of claim 29, wherein the first work-planning input comprises a first number of operators having a first level of performance during a first forecast period and a second level of performance during a second forecast period.
36. (Original) The system of claim 35, wherein the performance report provides the work-planning input.